



FQHCmd Consulting Group

Policies, Procedures & Documentation

- 1. Personnel Policies**
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1. Personnel Policies

General Employment (29 Policies)

- 1A - Employment Standards
- 2A - Job Classification
- 3A - Position Descriptions
- 4A - Orientation of New Employees
- 5A - Standard Work Hours
- 6A - Employee Compensation
- 7A - Recruitment for Vacant Positions
- 8A - Employee Evaluations
- 9A - Competencies
- 10A – Lay-Offs
- 11A - Salary Information
- 12A - Grievance Procedures
- 13A – Probation
- 14A – Separation of Employment
- 15A – Temporary Privileges
- 16A – Credentialing
- 17A – Nepotism
- 19A – Tardiness
- 20A - Travel Expenses
- 21A - Personnel Records
- 23A – Disaster Privileges
- 24A – Students
- 25A – Basic Cardiac Life Support
- 26A – Office Environment Policy
- 27A – Time Reporting
- 28A – Reference Policy
- 29A – Signatory Authority
- 30A - Lockers
- 31A – Peer Review Policy

Employment Benefits (18 Policies)

- 1B – Jury Duty
- 2B – Bereavement Leave
- 3B – Vacation Leave
- 4B – Sick Leave
- 5B – Provider Recruitment Incentive
- 6B – Holiday Leave
- 8B – Unpaid Leave
- 9B – Pregnancy, Childbirth and Related Medical Conditions Leave

- 10B – Family Medical Leave Act
- 11B – Continuing Education
- 12B – Tuition Reimbursement
- 13B – Insurance
- 14B – Retirement Benefits
- 15B – Employee Health Care Benefit
- 16B – Volunteer Leave
- 17B – Break Time For Nursing Mothers
- 18B - Overtime
- 20B – Workers Compensation

Employee Conduct (19 Policies)

- 1C – Conduct of Employees
- 2C – Confidential Information
- 3C – Conflict of Interest
- 4C – Cell Phones and Electronic Devices
- 5C – Use of organization Computer Systems
- 6C – Tobacco and Smoking Related Products
- 7C – Drug-Free Workplace
- 8C – Garnishments, Attachments, and Judgments
- 9C – Employee Identification Badges
- 10C – Public/Media Information
- 12C – Solicitation of Goods and Services
- 13C – Dress Code
- 14C – Transportation of Patients
- 15C – Use of organization Vehicles
- 16C – Harassment
- 17C – Disciplinary Action
- 18C – Focused Review
- 19C – Impaired or Dysfunctional Provider
- 20C - Social Networking Policy

Safety Policies (5 Policies)

- 1D – Bomb Threat
- 2D – Inclement Weather
- 3D – Concealed Weapon
- 4D – Tornado Warning
- 5D – Fire Regulations

2. Clinical

1. Abuse/Neglect Management
2. Acquisition of Supplies and Medications
3. Aerosol Treatment
4. Application of Ice Pack
5. Crash Cart
6. Ear Irrigation
7. EKG
8. Emergency Action
9. Eye Examination
10. Fingersticks
11. Hearing Screen
12. Immunizations – Administration of
 - 12A. Immunizations – Nurse Visit Administration of
 - 12B. Immunizations – Provider Visit Administration of
13. Mantoux Skin Test
14. Medication Administration - Intramuscular
15. Medication Administration – Oral
16. Medication Administration – Subcutaneous
17. Medication Administration – Z-Track
18. Nurse Visits
19. Oxygen Therapy
20. Pain Management
21. Pap Smears – Preparation of
22. STD Cultures – Preparing
23. Specimen Collection – Occult Blood
24. Specimen Collection – Throat
25. Specimen Collection – Urine
26. Time Out Procedures
27. Vital Signs – Orthostatic
28. Provider Ordered – Patient Obtained Medication
29. Critical Value Notifications

3. Environment of Care

Hazard Materials and Waste Management

1. Hazard Surveillance / Risk Assessment
2. Hazardous Materials & Waste Management Program
3. Infectious Hazards / Universal Precautions Education
4. Infectious Waste, Segregation, and Collection of
5. Infectious Waste, Shipping of
6. Infectious Waste Spills: Clean-Up
7. Personal Protective Equipment
8. Hazard Communication Plan

Safety Management Policy

1. Safety Management Program

Security Management Policy

1. Protection Of Property
2. Robbery
3. Pharmacy Security
4. Visitor/Student Badges
5. Escalating Behavior
6. Weapon Protocol

Utilities Management Program Policy

1. Utilities Management Program

Equipment Management Policy

1. Equipment Management Program

Emergency Preparedness Policy

1. Emergency Preparedness

Life Safety Policy

1. Fire Regulations
2. Tornado Warning (Code Gray)
3. Gas Leak (Code Green)
4. Code STAT
5. Sentinel Event

Infection Control Policy

1. Communicable Disease, Reporting Of
2. Contagious Diseases – Handling Of
3. Post-Exposure Follow-Up
4. Employee Exposure to Communicable Diseases
5. Hand Hygiene
6. Hepatitis B Vaccine Program
7. Illness or Injury On-Duty
8. Sterilization Techniques
9. TB Patients – Care Of
10. TB Testing & Follow-Up – Employee
11. Influenza Vaccine Program
12. Exposure Control Plan
13. Soniclean™ Ultrasonic Cleaner Monitoring Policy

4. Performance Improvement

1. No Show Appointment Policy
 - 1A. Risk Management Plan
2. Patient Discharge Policy
 - 2A. Emergency Preparedness Plan
3. Patient Grievance Policy
4. Needs Assessment
5. Incidents Report
6. Suicidal/Homicidal Threats
7. Policy Review

5. Dental

- 1.Back-Up testing of Sterilizers
- 2.Butane Burner and Torch
- 3.Dental Laundry
- 4.Dental Radiology Safety
- 5.Dental Instrument Sterilization
- 6.Hazardous Material Spill clean-up
- 7.Mercury Spill Clean-Up
- 8.Permissible Duties of Dental Hygienists and Dental Assistants
- 9.Radiation Quality Controls, Frequencies, and Responsible party
- 10.Radiation Exposure Monitoring
- 11.Radiation Quality Assurance and Control
- 12.Radiation Quality Control Test
- 13.Safe Operating Procedures for Radiation
- 14.NOMAD Portable X-Ray Safe Operating Procedures
- 15.Safe Operating Procedures for Radiation - Gendex Orthoralix 8500 DDE – Panoramic
- 16.Sterilizer Spore Testing

6. Pharmacy

1. Pharmacy
2. Formulary
3. Medication Inventory
4. Medication Disposal
5. Patient Assistance Medication Pickup for Patients
6. Transcription for Medication Log out
7. Pharmaceutical Salesmen
8. Look Alike/Sound Like, High Alert & Hazardous Medication
9. Product Recall Notification
10. Vaccine Ordering, Storage & Handling
11. Medication handling during power outages
12. Vaccine related reactions - Reporting of
13. Vivitrol Program
Soundalike Listing

7. 340b

- 1 – 340B Compliance
- 2 – 340B Responsible Staff
- 3 – 340B Enrollment, Recertification and Change Requests
- 4 – 340B Procurement, Inventory Management and Dispensing
- 5 – 340B Monitoring and Reporting
- 6 – 340B Contract Pharmacy Compliance Elements

8. Behavior Health

- 1 – Behavioral Health Utilization
- 2 – Continuity of Care
- 3 – Screening and Assessment
- 4 – Care Plan
- 5 – Education
- 6 – Behavioral Health Records
- 7 – Abuse/Neglect Management
- 8 – Application for Emergency Admission (Pink Slip)

9. Outreach & Enrollment

- 1 – Certified Application (CAC) Certification and Recertification
- 2 – Certified Designated Organization Renewal of CMS Agreement
- 3 – Certified Application Counselor Activities
- 4 – Certified Application Counselor (CAC) Training

10. Information Technology

- 1 – Laptop Deployment
- 2 – Authenticate Electronic Personal Health Information / Record Revision
- 3 – Business Associates Agreements - Security Breaches
- 4 – System Unavailability Contingency Plan
- 5 – Emergency Access to EHR
- 6 – Information Technology (IT) Security
- 7 – Document Scanning/Indexing and Disposal
- 8 – Password Management
- 9 – Data Backups
- 10 – Social Networking
- 11 – Acceptable Use of IT Resources

11. Sub-Recipient/Public Agency (2 Files)

- Co-Applicant Agreement Template
- Co-Applicant Presentation (Free Download)

12. Governance

Articles of Incorporation Template
Board Agenda Template
Board Meeting Minutes Agenda
Corporate Bylaws Agenda
Board Self-Assessment Tool Template
Strategic Plan Template
CEO Self-Assessment Template
Board of Directors Handbook (Free Download)

13. Additional Documentation

Hospitalist & In-Patient Care Template
Pharmacy Agreement Template
Radiology Agreement Template
Dental Agreement Template
Affiliation Agreement - Mental Health Template
Letter of Support Template

14. Finance

General

- 1A - Fiscal Year Cycle
- 2A - External Reporting
- 3A - Internal Reporting, Monthly
- 4A - Monthly Bank Reconciliation
- 5A - Journal Entries
- 6A - Annual Audit
- 7A - Federal Draw Down
- 8A - Fixed Asset Inventory
- 9A - Capitalization/Depreciation
- 10A - Investment
- 11A - Electronic Funds Transfer (EFT)
- 12A - Bond Insurance
- 13A - Check Signatures
- 14A - Fiscal Record Retention

Payroll

- 1B - Payroll
- 2B - Payroll Overtime Payment
- 3B - Direct Deposit
- 4B - Payroll Statement Distribution

Accounts Payable

- 1C - Accounts Payable
- 2C - Expense Reimbursement
- 3C - Credit Cards
- 4C - Petty Cash
- 5C - Procurement
- 6C - Purchase Orders
- 7C - Receipt of Deliveries

Accounts Receivable

- 1D – Counterfeit Notes
- 2D – Encounter/Charge Passing Process
- 3D - Fee Schedule
- 4D - Account Adjustment
- 5D - Billing Cycles
- 6D - Collections
- 7D - Sliding Fee Scale
- 8D - Dental Service Treatment Estimates
- 9D - Cash Boxes

- 10D - A/R - Deposit of Receipts
- 11D - Refunding Overpayments and Incorrect Payments
- 12D - Returned Checks
- 13D - Medicare Credit Balance
- 14D - Credit/Debit Card Payment
- 15D - Check Payment



Personnel Policy # 2A

Job Classification

Date Formulated: _____

Date Revised: _____

Purpose: This policy serves to outline the types of employment available at (Insert Organization Name).

Procedures:

Employees are classified as full time, part-time, temporary or contract. Likewise, employees are classified as exempt or non-exempt for the purposes of compensation and benefits administration. Exempt employees do not receive overtime compensation. Non-exempt employees receive overtime compensation (1 ½ times their regular rate of pay) for each hour worked beyond 40 in a workweek.

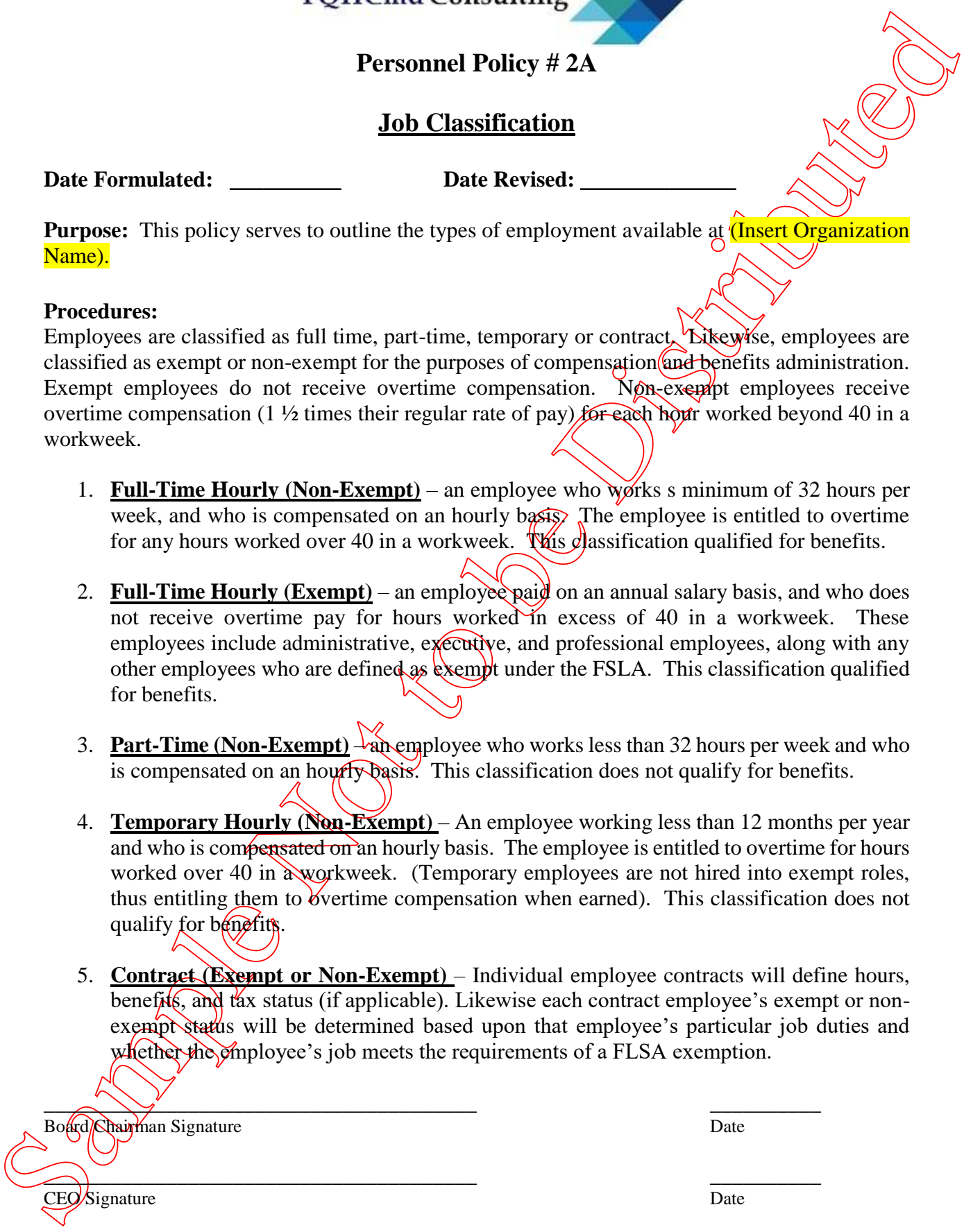
1. **Full-Time Hourly (Non-Exempt)** – an employee who works a minimum of 32 hours per week, and who is compensated on an hourly basis. The employee is entitled to overtime for any hours worked over 40 in a workweek. This classification qualified for benefits.
2. **Full-Time Hourly (Exempt)** – an employee paid on an annual salary basis, and who does not receive overtime pay for hours worked in excess of 40 in a workweek. These employees include administrative, executive, and professional employees, along with any other employees who are defined as exempt under the FLSA. This classification qualified for benefits.
3. **Part-Time (Non-Exempt)** – an employee who works less than 32 hours per week and who is compensated on an hourly basis. This classification does not qualify for benefits.
4. **Temporary Hourly (Non-Exempt)** – An employee working less than 12 months per year and who is compensated on an hourly basis. The employee is entitled to overtime for hours worked over 40 in a workweek. (Temporary employees are not hired into exempt roles, thus entitling them to overtime compensation when earned). This classification does not qualify for benefits.
5. **Contract (Exempt or Non-Exempt)** – Individual employee contracts will define hours, benefits, and tax status (if applicable). Likewise each contract employee’s exempt or non-exempt status will be determined based upon that employee’s particular job duties and whether the employee’s job meets the requirements of a FLSA exemption.

Board Chairman Signature

Date

CEO Signature

Date





Financial Policy #2B

Payroll Overtime Payment

Date Formulated _____

Date Revised _____

Purpose: To define rules and regulations for the payment of overtime.

Procedure:

1. The organization will follow the Fair Labor Standards Act in the determination of exempt and non-exempt in the determination of overtime.
2. All executive, managers and providers will be considered exempt from payment of overtime pay under the executive exemption of the Fair Labor Standards Act:
3. All professionals will be considered exempt from payment of overtime pay under the professional exemption of the Fair Labor Standards Act.
4. All hourly employees of the organization are entitled to overtime pay at the rate of time-and-a-half for all hours worked in excess of forty (40) hours in the (7) day period from Monday to Sunday.
5. Vacation, holiday, sick leave, personal time or other excused absences is not to be considered in calculating the total hours worked.
6. Authorization for all overtime must be obtained from each employee's supervisor prior to the hours worked. Overtime must be documented on the appropriate tracking form and must be signed by the supervisor, Chief Financial Officer, Human Resources Director and Chief Executive Officer before payroll is processed.

Board Chairman Signature

Date

CEO Signature

Date

Sample

NOT TO BE Distributed



Dental Policy #7

Mercury Spill Clean-Up

Date Formulated: _____

Date Revised: _____

Purpose: To provide direction in the unlikely event of a mercury spill.

Procedures:

1. (Insert your organization name) has small amounts of elemental liquid mercury as a portion of its encapsulated amalgams. The powder portion of the amalgam capsules (a dark grey alloy of silver, tin and copper) is not considered to be hazardous.
2. There is a mercury clean-up kit located in the sterilization center in the dental area. It is to be used for any mercury which is in its liquid form out of its capsule.
3. Instructions for use:
 - a. Put on apron and gloves.
 - b. Using scoop and scraper consolidate mercury into a small area.
 - c. Spread a liberal amount of absorption powder over the spill and add water.
 - d. The powder will amalgamate the mercury creating a safe compound.
 - e. Use foam pad to remove liquid mercury from fabrics if needed.
 - f. Add to the amalgam waste for recycling.
 - g. Wash hands when finished.
4. The CEO will determine if it may be necessary to contact the (Your State) EPA Spill Hotline to consult on any needed follow-up procedures.

Board Chairman Signature

Date

Dental Director Signature

Date



Clinical Care Policy 2

Acquisition of Supplies and Medications

Date Formulated: _____

Date Revised: _____

Purpose: To assist in maintaining appropriate inventory control. Supplies are obtained through the use of a supply order form sent to the Director of Nursing.

Procedure:

- 1) The clinical staff performs weekly inventory of frequently used medications and supplies.
- 2) The clinical staff will identify items needed and record these on the supply order form.
- 3) The Director of Nursing completes a purchase order.
- 4) The purchase order is signed by the Medical Director, CFO, and CEO prior to ordering.
- 5) The Director of Nursing orders medical supplies and medication from the appropriate suppliers.
- 6) When supplies are received, boxes are unpacked by the Accounting Department or designee. The items are verified against the packing slip to verify that all supplies have been received.
- 7) The Director of Nursing receives the packing slip signed and dated.
- 8) Discrepancies between the packing slip and items actually received are brought to the attention of the Director of Nursing.

Board Chairman Signature

Date

Medical Director Signature

Date